



# Advice on environmental, social and governance (ESG) sustainability and responsibility

Culture and conduct: could it benefit from a 'RECCE'?

The Financial Conduct Authority has been focused on, and challenging, the culture and conduct of the general insurance sector for several years. The focus and challenge are increasing.

In response to these challenges in 2020 and 2021 we conducted surveys of insurance practitioners as to their perceptions of culture and conduct across the London Market.

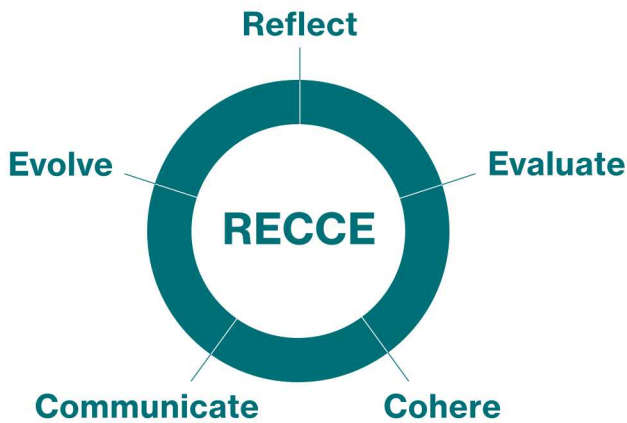
The report showed that practitioners feel that firms could do more to improve their cultures and manage conduct risk.

**Browne  
Jacobson**

Read our survey report  
'Reflections Caught'  
via this QR code.



To help firms identify and address the changes they might need to make, they can follow the 5-stage process we have developed: 'RECCE'



**Reflect** We help firms gain insights into the ways their culture and conduct, in the form of day-to-day working realities, are internally and externally perceived.

**Evaluate** Advantageous and disadvantageous features of culture and conduct can then be evaluated on a focused basis, using an objective approach to generate credible data.

**Cohere** We help firms give practical effect to the logical conclusions from the data, such as by updating and bolstering systems, controls, policies and procedures.

**Communicate** We work with firms to bring to life their intended processes and eliminate any perceived gaps between what a firm says and what it does.

**Evolve** Management of culture is not a one-off exercise, and we advise on the ongoing dynamic that needs to reflect and respond to a changing business, social and regulatory environment.

Contact us for more information on how we can help you:



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